Attending: John Beeson, Mike DiMartini, Laurie Jacoby, Della Green, Josh Buetow, Teri Rowe, Brian Conley, Jody Bleisch, Brian Strait, Mark McCulloch, Katy Molloy Brady, Adam Unger, Naomi Crow, Leeann Ford, Keith Zvoch

Welcome to Keith Zvoch, UO faculty representative from Education Methodology

Absent: Angie Peatow, Bethany Robinson, Brady Nittmann, Jim Klenke, Jon Marchetta, Kayleen Cautrell, Marcia Walker, Stacy Williams-Wright, Krista Dillon

**Fiscal year end update (Brian Strait)**

Three separate reports were created to prepare for fiscal year end travel accrual – credit card charges that were unassigned, expense reports that had been returned and never resubmitted and reports prepared for Concur group delegates. The travel office worked very hard to reach out to delegates, budget managers and travelers to get transactions ready for accrual. On July 4 only about 60 transactions had not been assigned. On July 12, activity shows back up to 380 unassigned transactions.

Accrual efforts this year are much improved and are a result of feedback from our first attempts at campus accrual from last year during “Early UO Concur” era. This year we were able to capture indices, account codes, activity codes, allocations etc. As of June 30th, about 800 reports had been created, are neither submitted nor processed but will accrue to the appropriate indices.

John Beeson indicated that accruals also were completed for P-Card expenses. He explained the p-card accrual process and that all should continue to work the same way and all will be fine, expenses in the correct year.

**Fiscal clean up strategy moving forward:**

Some campus units have not yet created their Concur user group, travel office will proactively work toward this end. Groups allow easier management of unassigned card expenses and unsubmitted reports through a group’s delegate and budget manager. Reminders will be sent quarterly for unassigned credit card charges and unsubmitted reports. Board members agreed that the quarterly cadence is good and that budget managers are the correct group to target with communications. Board members were in agreement about providing visibility on outstanding transactions more regularly.

Brian will be offering a Lunchtime Travel Talk mid- August to discuss Reporting and Process related to fiscal year end accruals. He will go over requesting audit roles, specialty queries, information that is available to Expense Processor Audit role holders.

**Subcommittee updates**

**New User Interface:** Concur has pushed their date to March 2020.

Affects: Expense looks and behaves more intuitively but is not yet fully developed. UO is choosing to wait until after FY20 to transition. Delegates will be able to familiarize themselves with the new user interface in time for faculty arrival in the fall. Per Laurie, we can do a soft roll out of the new UI. We do not need to turn on all departments at the same time.

**Cost Object Approval**
Brian has received a lot of process documentation from Concur and is working on the configuration solution. He will organize a Cost Object subcommittee meeting in late August or early September to get assistance on specific tasks to further the configuration and testing.

**Request on Behalf of Traveler**
Naomi sent out proposal to Concur Advisory Board last month with proposal for delegates to submit on behalf of travelers. Purpose is to create efficiencies in units that can support an alternate workflow for travelers with little time for administrative duties. Delegate handles the administrative portion and submits for the traveler.

Brian reviewed the proposal and suggested edits as there were no comments offered to either the email by committee members. Board was in agreement with staffing model and opt in language.

See attachment for proposal and edits.

Clarifying Questions:
- Is there a need to document that the traveler has asked for the airfare etc?
- Will there be a document that all travelers who opt in sign? Or is at dept. discretion? Electronic document OK?
- Travel communication needs to happy prior to the Request start date (mail communication, delegate summary of phone or hallway conversation). Perhaps use forms.uoregon.edu as a way to capture the attestation.

In order to move this forward, the subcommittee will present proposal to Kelly Wolf to determine if a higher level decision is required.

**New Business**

**Change to Request:**
Josh and Della requested an adjustment in Request for approvers to be able to make changes without returning the form to the traveler. Users occasionally skip over the Segment tab and incorrectly enter airfare as a Misc. expense. The internal team explore better messaging/audit rule/labeling to direct users to the Segments tab. Approvers want to be able to change amounts in segments and Request header boxes without invoking additional review and approval by the traveler.

**International travel insurance**
Risk would like to configure Concur for international trips to automatically charge the $2.50 travel insurance available to UO employees. Josh Buetow noted this would be an accurate way to capture the true cost of the travel.

There is a separate policy for several high risk countries and the traveler’s department should be sure to look for this coverage.

What is insurance for? Evacuation, medical attention, repatriation of remains. Insurance information is retained on the HR and on UO Risk and Safety websites.

**High Risk Travel loaner computer program**
For travelers going to a high risk location, the UO has established a loaner laptop program so that travelers will not risk bringing sensitive information nor bring back viruses on a personal computer that might infect the UO network. Adam Unger’s group has used the loner program and it worked well for them. Advisory Board agreed with plan to automate messaging based on approved request in Concur in order to drive traveler’s to this service. All delegates will be asked to refer travelers to high risk countries to local IT to use this service.

**Service portal** service.uoregon.edu
Concur service requests will start to be handled through this portal. Mark feels this will be a more effective way to provide and manage support rather than strictly relying on emails and calls related to Concur service. Program is managed though central IT. We will need to clearly define what Concur issues actually warrant a service request and refer travelers to their delegate for all other support.

**Update on faculty grievance**
Grievance remains unresolved. Faculty union’s stance is that Concur is a violation of their contract due to additional admin work required by them. They also believe the managed travel guidelines are in conflict with current UO travel policy.

**State of Campus Adoption of Concur**
Mark expressed confidence in the ability of all departments represented on the board to effectively support the use of Concur. Departments that fail to engage with the Travel office are more at risk. Departments without an admin person because of staffing and budget issues have more challenges than those units supported by a service center or strong Concur delegate. This is a staffing issue, not a Concur issue. Some changes in procedure were bristling, but moving to Concur and electronic processing has yielded many benefits!

Keith pointed out that loss of personal credit card usage was not well digested because people gained points and rewards from use of their personal cards. Travelers also used personal card for free bag, better seats, bonus points and rewards.

Members discussed managed travel program – details and testimonies:
- UO travel agencies are the only way to obtain contracted airline discounts which come directly off traveler tickets. Additional contract negotiations underway with United and Delta due to increased sales growth in 2018-19.
- Credit card rebate used by agencies helps pay for Concur.
- Travelers still earn frequent flyer mileage.
- Teri said her travelers are happy not to carry the credit card charge and pay interest. They do not have to be reimbursed. She also mentioned great service provided by TMC when traveler has flight delay.
- Mark mentioned that most all higher ed institutions and corporations are going with managed travel program model to leverage spend and discounts with vendors.

**Other News, Questions, and Misc:**
P-card expenses don’t show up on the Concur app, Brian noted that Pcard is not integrated with the Concur mobile app.
Della can see the approvals on her app, but she is not able to actually approve in the app. Recommended to contact Jody for assistance.

---

Laurie Jacoby  
Travel Manager  
Business Affairs Office  
University of Oregon  
lajacoby@uoregon.edu  
541-346-3158